

# CIVICA



Agylia eLearning Library

Business Skills Collections

We know that successful organisations are built on strong foundations – that’s why our Business Skills Collections cover a broad and deep range of modules and subjects. We believe these collections are essential for any organisation, new or old, regardless of sector. Whether it’s ensuring that new joiners get up to speed more quickly, or helping to support line managers with a new role or responsibility, the Business Skills Collections are the best place to start.

All the learning is focused on the employee lifecycle model. There’s a range of modules that are relevant to every individual and can benefit all parts of an organisation.

CPD accreditation and certification for every lesson helps you make sure that all learning is compliant and reliable. The content is continuously refreshed to ensure learners are always up-to-date.

Collections are easily added to your Agylia Learning Management System (LMS) and are fully responsive, providing a great user experience across desktop, tablet and mobile devices. Whether learners are in the office, at home, travelling or working away, they’ll have access to their eLearning.

## Starter pack

This collection sets up your organisation for learners to begin their professional and personal development. Lessons such as *Climate change*, *Stress awareness* and *Home office set-up* help to shape an eLearning culture while raising awareness for global issues.

Lessons include:

- Home office set-up
- Anxiety awareness
- Climate change
- Coronavirus
- CSR – a practical approach
- Love food, hate waste
- Modern slavery and human trafficking
- Stress awareness
- Suicide prevention awareness
- Sustainability and environmental issues
- The uncomfortable series (two modules)
- The modern apprentice.

## Sales and negotiation

The sales process is a complex balance of building customer relationships and negotiation. This collection combines traditional methods with short, sharper lessons for efficient on-the-job learning. These lessons are supported with audio case studies for real-world scene training.

Lessons include:

- Influencing, assertiveness and negotiation
- Rapport building Lesson 1 – why is rapport important?
- Rapport building Lesson 2 – get off to a good start
- Rapport building Lesson 3 – listening and responding
- Rapport building Lesson 4 – it's not just what you say
- Approaching a sales call
- Types of questions
- Handling objections
- Closing the sale
- How emotionally intelligent are you?
- Know your audience
- Negotiation dynamics
- Welcome to building relationships
- Welcome to negotiation.

## Workplace technologies

Technology is embedded into our working lives. A constantly evolving technical landscape means that your organisation needs to have fundamental technology skills to adapt to new ways of working. This collection supports your organisation to utilise technologies through stable topics such as social media platforms, remote working and online presentations.

Lessons include:

- Getting started with social media
- Social media for businesses
- Conference call etiquette
- Remote working
- Remote working for managers
- Technology and change
- Information management
- Understanding workplace information systems
- Email stress
- Online presentations.

## Customer service

We all experience varying standards of customer service and we may have different ideas on what makes it good or bad. This collection looks at some scenarios your organisation might face and helps with the development of communication skills that are at the heart of great customer service.

Lessons include:

- Customer service suite: Part 1 – introduction
- Customer service suite: Part 2 – standards
- Customer service suite: Part 3 – communication
- Fair treatment of customers
- Managing customer relations
- Taking control of the customer conversation
- Working with customers legally
- Customer service practice run
- The arc of a service conversation
- Welcome to service orientation
- Who are my customers anyway?

## Change management

Successful change management allows your leaders to understand the process and continue to work effectively. This collection has change lessons and tools that can help all levels of an organisation.

Lessons include:

- Change management
- Change management: change and people
- Change management: change tools
- Change management: introduction
- Change management: your role as a leader
- Understanding organisational culture and ethics
- Understanding the organisational environment
- Conflict resolution
- Understanding the importance of marketing
- The modern apprentice.

## Professional productivity

This collection provides a practical guide to improving team members' professional productivity. From resourcing the right type of presentation, learning to effectively prioritise tasks and understanding the skills needed to manage improvement, your organisation is equipped to run efficiently, with practical outputs.

Lessons include:

- Professional productivity
- Spelling, grammar and punctuation
- Delivering professional presentations
- Presentation skills Part 1
- Presentation skills Part 2
- Managing your priorities
- Learning to learn
- Effective minute writing
- Managing improvement: the sales process
- Managing your own continuing professional development
- Managing yourself and your time
- Effective writing
- Writing a CV.

## Health and wellness

Health and wellness of employees or team members is a top priority for organisations. With popular lessons such as The 5K project, this collection aims to support your team members in the workplace and at home. The goal is to raise awareness on mental health and help promote an overall sense of personal wellbeing.

Lessons include:

- Health and wellbeing
- Healthy lifestyles
- Learning disability awareness
- Mental health awareness
- Smoking awareness
- The 5k project
- Understanding anxiety

- Understanding mental health in the workplace
- Understanding stress
- A guide to reasonable adjustment.

## Project management

This collection provides all the lessons required to perfect the project management process. Lessons on Agile and Scrum methods are supported by short microlearning that can be used by project managers to handle any last-minute changes.

Lessons include:

- Project management
- Crafting the perfect meeting
- So you want to manage a project?
- Steering a project
- Welcome to delivering with others
- Project management
- An introduction to Agile project management
- The Scrum method
- Facilitation skills
- Prioritisation
- Meeting skills.

## Custom eLearning courses

Are you looking for eLearning courses with designs and outcomes to meet your exact needs? We have a team of highly skilled and experienced instructional designers who will create custom content to help you achieve your aims.

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[civica.com/agylia](https://civica.com/agylia)



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